

Landskrona stad

Freedom of Choice in the Home Help Service



What is Freedom of Choice?

Freedom of choice in the Home Help Service means that, after you have been granted support and help in your home, you may choose who should carry out the supportive work. The city's Home Care Service or any other company that has been approved by the city may carry out the work.

Who can Support You in Your Choice?

The administrators at the authority unit at the Care Services investigate and decide on the help you may be granted. They will provide you with information, written as well as oral, about whom you may choose in the area you live to carry out the work. The administrator can also help you filling in the application for the people you choose.

What You May Receive Help with in the Home Help Service

- Support and help with Service – cleaning, laundry, purchases, refuse disposal
- Support and help with Personal Care – moving, taking showers, food and nutrition, social contacts, accompanying, relief
- Support and help with some health care and medical care, e.g. medicine, eye drops, insulin etc.

Quality Demands

Everyone who carries out home help service must work according to the following basic quality demands:

- Security
- Participation
- Influence

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What May You Choose?

- You may choose the company that should carry out the work, not a certain person, and it must be approved to work within your area.
- You may choose one company to carry out service and another for personal care and some health care support – or the same company for everything.

If you do not wish to choose who should carry out the work, a so called non-choice, you will receive help from the city's Home Help Service.

What is Not Possible for You to Choose?

Just as before the city will be responsible for:

- Emergency medical alarms
- Services during the night, between 10:00 P.M. – 07:00 A.M.
- Food distribution
- Hiring a contact
- Help given by a nurse, physiotherapist, occupational therapist

Changing Your Choice

If you are not satisfied with the people who carry out the work you may choose someone else. The administrators at the Care Services' authority unit will help you make the change.

How Much does it Cost to Have Home Help Service?

The home help service charge, which is based on a maximum rate, is the same no matter who you choose to carry out the work and you pay the city of Landskrona.

Buying Supplementary Services

Some of the private companies that carry out home help service offer supplementary services like gardening or window-cleaning. The company will charge you extra for this and you will pay directly to it for this extra service.



Personal Views and Complaints

If you have personal views or wish to lodge a complaint you should primarily contact the people who perform the work. You may also contact the City of Landskrona by telephone 0418-47 00 00.

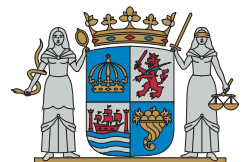
Do You Wish to have More Information?

Please, contact your administrator at the Care Services' authority unit through the city's operator, telephone 0418-47 00 00.

Other Languages

Information about freedom of choice in the Home Help Service is available in the following languages: Finnish, Arabic, Bosnian, Croatian, Serbian and Swedish.

Postal address: Landskrona stad, Omsorgsförvaltningen, 261 80 Landskrona
Telephone. 0418-47 00 00



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